

# 2019/20 Quality Account



## Coronavirus - COVID19

The World Health Organisation declared the outbreak of COVID19 a public health emergency in early 2020. South West Healthcare acted quickly to implement a public health response to COVID19 to keep patients, staff and the wider community safe and to ensure it had the capacity and capability to provide the predicted increase in care to the community of South West Victoria.

South West Healthcare's response included but was not limited to:-

- commissioning of five further ICU beds and an additional 12 bed ward
- establishment of a Respiratory Assessment Clinic
- sourcing and establishing a regional supply of personal protective equipment (PPE) utilising innovative local initiatives and partnerships
- staff training in the correct use of PPE including establishment of over 100 PPE trainers
- introduction of visitor restrictions and visitor screening for people entering South West Healthcare campuses
- further development of the Pandemic Plan and development of a COVID Safe Plan
- establishment of COVID19 contact monitoring for the broader region
- collaboration with aged care, disability support services and other local businesses in the development of COVID safe plans and response

South West Healthcare are grateful for the support of the community during this time.

March to June  
over  
**22,000**  
visitors screened

March to June  
**4,134**  
tests completed

## Heart of What We Do

This Quality Account provides an overview of South West Healthcare's performance, actions and achievements compared to quality indicators and standards. Safer Care Victoria, the state's leading agency for improving quality and safety in Victorian healthcare, outlines what health services must report on in the Quality Account. This year's areas to report on include:

- Consumer, carer and community participation
- Quality and safety
- Comprehensive care

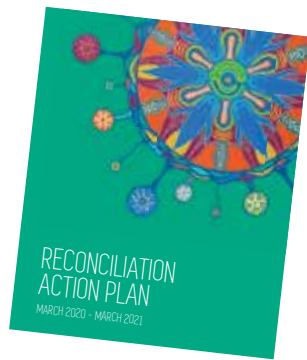
South West Healthcare thank the staff and consumers who have generously shared their stories for this report and for the Consumer and Community Advisory Committee (CCAC) who have assisted with the development of the report.

Here at South West Healthcare our patients, consumers, clients, residents and communities are at the heart of everything we do. Our team of 1,550 staff, supported by 350 registered volunteers, provide more than 150 medical, nursing, mental health, allied health and community health services across South West Victoria. South West Healthcare aims to provide a great health care experience, one that is safe, effective and person centered.

In November, South West Healthcare was named 2019 Medium Health Service of the Year. The Premier's Health Service of the Year Award is Victoria's most prestigious accolade to which a health service can aspire. The Awards recognise leadership and excellence in the provision of publicly-funded healthcare for the Victorian community. We were awarded the Medium Health Service of the Year Award due to our strong performance across the board. It was noted we are an exceptional healthcare organisation that is delivering strong results for its community.

# Reconciliation Action Plan

The first South West Healthcare Reconciliation Action Plan was released in April 2020.



The Aboriginal Communities of South West Victoria have a very proud and long standing connection with the land on which we live and work. Our catchment covers the 59 Family Groups of the Gunditjmarra, Eastern Marr and Wadawurrung peoples.

South West Healthcare has been on a journey of reconciliation with local Aboriginal Communities for some time and is incredibly proud of the work done to date, but we can do more. The Reconciliation Action Plan allows us to formalise our approach and develop a deeper understanding and respect for Aboriginal and Torres Strait Islander cultures. Whilst we reflect on, and acknowledge the past, we have a firm commitment to strengthen our health service to be more responsive to the health needs of Aboriginal and Torres Strait Islander peoples living within our region. Our ultimate aim is to reduce the health inequalities that exist today, leading to a future of healthy and happy communities.

Thank you to our partner Aboriginal Community Controlled Health organisations and the respected community Elders who assisted and guided us in the development of the South West Healthcare Reconciliation Action Plan. We would like to particularly thank the:

- Dhauwurd Wurrung Elderly and Community Health Service (DWECH)
- Gunditjmarra Aboriginal Cooperative
- Kirrae Health Services
- Winda-Mara Aboriginal Corporation

**SOUTH WEST HEALTHCARE ACKNOWLEDGES THE TRADITIONAL OWNERS OF THE LAND, THE PEEK WHURRONG PEOPLE OF THE MAAR NATION. WE PAY OUR RESPECTS TO THE ELDERS BOTH PAST, PRESENT AND EMERGING.**

# Disability Action Plan

Following extensive consultation with the community, South West Healthcare have developed a Disability Action Plan. This Disability Action Plan aims to ensure all members of our community with disability; both consumers and staff have equitable access to services and facilities; can obtain and retain employment in our organisation and participate and are included in our community.



We are working towards

# Rainbow Tick Accreditation

South West Healthcare are working towards providing the best possible service to our individual consumers and are dedicated to becoming a welcoming, safe and inclusive workplace for the Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ) community. This commitment and our preparations to become a Rainbow Tick Accredited hospital, is being led by the Diversity and Inclusion Committee who will oversee our progress towards achieving Rainbow Tick Accreditation by 2023.

We have established a community of practice with our Regional partners, as well as undertaken education with peak bodies including Rainbow Health Victoria. We have participated in the LGBTIQ Regional and Rural Equality Roadshow which used co-design principles to help inform the Victorian Government on how to meet the needs of LGBTIQ people.

**WE CELEBRATE DIVERSITY AND INCLUSIVITY, SOUTH WEST HEALTHCARE WELCOMES INDIVIDUALS OF ANY CULTURE, RELIGION, GENDER, SEXUALITY AND ABILITY.**

During 2020 South West Healthcare staff have participated in IDAHOBIT (International Day Against Homophobia, Interphobia and Transphobia) in May and in August 'Wear it Purple Day', which strives to foster supportive, safe, empowering and inclusive environments for rainbow young people.

South West Healthcare aims to meet the needs of all people who access our services, including people who were not born in Australia or do not speak English as their first language.

**SOUTH WEST HEALTHCARE ENGAGED THE USE OF ACCREDITED INTERPRETERS 31 TIMES FOR 11 DIFFERENT LANGUAGES INCLUDING ARABIC, ITALIAN, JAPANESE, KOREAN, MANDARIN, PERIAN, ROMANIAN, SWAHILI, TAMIL, THAI AND CROATIAN.**

# Patient Safety

... IS EVERYONE'S RESPONSIBILITY AND SOUTH WEST HEALTHCARE IS COMMITTED TO CONTINUOUS IMPROVEMENT TO PREVENT ERRORS THAT RESULT IN HARM TO A PATIENT.

South West Healthcare captures patient safety incidents in the Victorian Health Incident Management System or VHIMS. Reporting patient safety incidents in this system provides an opportunity to identify preventable factors or themes that may be addressed to improve patient safety. Incidents can be classified as minor or not causing harm or adverse. An adverse event is a preventable error that significantly harms a patient.

In 2019/20

1,410

clinical incidents reported

compared to

1,310

in 2018/19

97.4% were minor or the patient was not harmed.

2.6% were adverse for the patient.

There were 38 adverse events this year. Two of these were sentinel events, meaning severe harm to the patient which could have resulted in death. Sentinel events are reported and reviewed by South West Healthcare's Executive team and Board of Directors, and externally by Safer Care Victoria. The review includes what we have learnt from the sentinel events and what we will do to provide better patient care.

Many improvements have been made following the review of reported incidents, including increased observations in patients moving between levels of care in mental health, review of pressure injury risk assessment tool and wound management chart, increased medication reconciliations at the bedside by a pharmacist and the introduction of a comprehensive admission assessment 'Get To Know Your Patient' for all inpatients on their admission to South West Healthcare.

# Accreditation

South West Healthcare are accredited through the National Safety and Quality Health Service Standards and Aged Care Quality Standards. Meeting accreditation standards is an important part of how we improve the quality of healthcare provided at South West Healthcare. To be accredited, South West Healthcare is required to meet national healthcare standards, measured and recognised by independent and external accreditation assessments. South West Healthcare is regularly measured for standards relating to hospital and aged care. Hospital, community health and aged care services were due to be assessed in April 2020. The accreditation programs were suspended due to the pandemic in March 2020. The program will recommence in October 2020 with South West Healthcare expecting an onsite accreditation visit in April 2021.

Some South West Healthcare services also participate in accreditation against the Human Service Standards, NDIS Standards and GP Clinic Standards.

# Infection Prevention and Control

South West Healthcare monitors and reports to VCNISS on the prevention and control of healthcare-associated infections, specifically the Staphylococcus Aureus Bacteraemia (SAB) rate, which is a serious blood stream infection. We also monitor and report on the rate of central line-associated blood stream infections (CLABSI) in the Intensive Care Unit (ICU). A central line is a tube that goes into a large vein in your arm or chest to administer medicine, blood or fluids.

- South West Healthcare's SAB rate in 2019/2020, was 0.5 SAB per 10,000 occupied bed days. The Victorian Department of Health and Human Services target is 1.0 SAB per 10,000 occupied bed days.
- There has been no ICU CLABSI in 2019/2020. Victorian Department of Health and Human Services target is zero infections.

# We Love Feedback

SOUTH WEST HEALTHCARE COLLECTS AND REVIEWS FEEDBACK, BOTH COMPLIMENTS AND COMPLAINTS; TO IMPROVE THE CONSUMER EXPERIENCE AND PROVIDE SAFE, EFFECTIVE AND HIGH QUALITY PERSON CENTRED CARE.

Feedback can be lodged in many ways including but not limited to:-

- By email - [feedback@swh.net.au](mailto:feedback@swh.net.au)
- By phone - 5563 4074
- In writing, addressed to the Quality and Risk Manager, Ryot Street, Warrnambool, Victoria, 3280
- Point of Care Terminal at the bedside
- In person, face to face talking with a staff member
- Your Right Your Say brochure or card
- Cards and thank you notes
- Connect with us on social media
- Feedback boxes located around South West Healthcare

In 2018 / 2019

233

compliments

compared to

222

complaints

In 2019 / 2020

758

compliments

compared to

178

complaints



“I wish to sincerely thank you and all those who looked after mum during her final days. I really appreciate the care and compassion everyone extended to not only her as a patient but to me and members of my family as well. Thank you.”

“Everything was very good here, from staff to food and care. Thank you, I am very grateful.”

“There are really no words that adequately express our ‘thanks’ to you all for your wonderful care, support, kindness and friendship. Hospital was the last place he wanted to be, but it was certainly made more pleasurable for him when he knew he was going to South West Healthcare.”

“Your kindness, understanding and support will never be forgotten and everything you have done is deeply appreciated. Thank you for taking such great care.”

“We thank all the nursing, allied health and medical staff for supporting our family during a challenging time. Your attention to detail and respect have been unfaltering and we could not be more appreciative. We hope not to visit again.”

“We just wanted to say thank you for bringing our little girl safely into the world!”

“I am writing this letter to convey my extreme gratitude to all of the Surgical, Medical and Nursing staff who were involved with my care. I am extremely grateful for the compassion, understanding, the knowledge, and skills displayed by everyone concerned. Thank you all so much.”



# Consumer Experience

The Victorian Healthcare Experience Survey (VHES) is a state wide survey of people's public healthcare experiences that collects, analyses and reports these experiences. The patient experience survey is an overall figure that considers the responses from patients about a series of questions relating to their experiences of South West Healthcare.

Improving discharge care for patients has been a key focus for the health care teams on our wards. Everyone plays a part in a patients discharge experience. We need to ensure the patient journey is efficient and streamlined and the number of days that a patient stays in a hospital

bed is no longer than needed. In many cases a patient can stay in hospital much longer than they need to waiting for reviews and ongoing care to be organised.

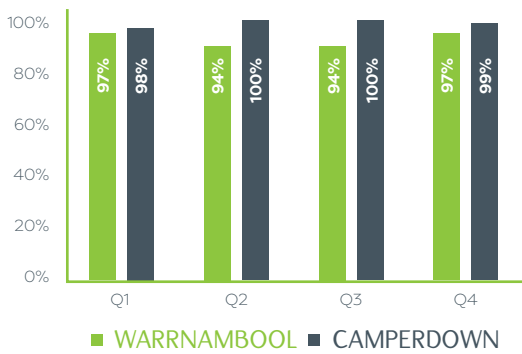
Reducing the unnecessary length of stay of a patient improves patient safety by reducing the risk of hospital associated harm, which contributes to an even longer stay, and increases our capacity to care for more patients.

The Multi-Disciplinary Team Meetings, also known as MDT Huddles are a key strategy that provides a forum for all members of the patient's health care team to discuss the patient's goals and plan their care by working together towards their estimated date of discharge.

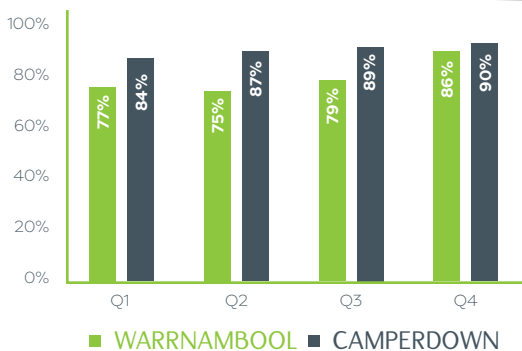
The daily MDT Huddles provide an opportunity for the multi-disciplinary team of health care professionals such as doctors, nurses, physio's, dieticians, occupational therapists, speech therapists and social workers, to ensure everything is on track, pick up problems or delays and problem solve issues together. These huddles are seen as the glue that hold the discharge process together ensuring timely communication and realistic plans that result in a patient leaving hospital in a timely and supportive manner.

The MDT Huddles occur across the inpatient wards, mental health and the primary and community health services. We are currently working on a system to enable our electronic health record to effectively capture the agreed actions of the MDT Huddle which will ensure that there are no assumptions or confusion around roles and responsibilities of the team members which will lead to more effective and timely patient discharge.

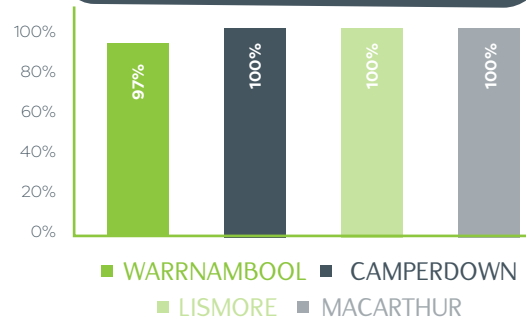
OVERALL, HOW WOULD YOU RATE THE CARE YOU RECEIVED WHILE IN HOSPITAL?



BEFORE YOU LEFT HOSPITAL, DID THE DOCTORS AND NURSES GIVE YOU SUFFICIENT INFORMATION ABOUT MANAGING YOUR HEALTH AND CARE AT HOME?



OVERALL, HOW WOULD YOU RATE THE CARE YOU RECEIVED AT THE HEALTH SERVICE?



# Looking After Our Seniors

## - Being Active Never Grows Old

**South West Healthcare has three Social Support Groups – David Newman Centre at Camperdown, Lismore and Macarthur Community Health Centres. South West Healthcare have been providing Social Support groups for over 35 years.**

The aim of the program is to enable older adults to stay active and independent for longer. A range of activities are offered; from day trips, where the members enjoy outings to local places and events, to a vast array of centre based activities. Being bored is not an option – games, arts and craft, cooking are just some of the many activities on offer. More recently gentle exercise has been introduced to maintain and improve mobility of members. Sharing stories over a healthy lunch and participating in a sing-along or trivia quiz is the highlight for many members.

The groups rely on the ongoing support of a very strong volunteer base. Approximately 40 volunteers help out across

the three programs providing transport, music, support during activities and at mealtimes.

One of the most important aspects when it comes to positive ageing is remaining socially connected. This has been particularly challenging during COVID19 and required staff to think outside the square. During COVID19 members have received a 10 page newsletter each week, filled with activities, virtual bingo, stories and self-care packs. Each member has received a weekly wellbeing call to maintain connection. The centres have been inundated with positive feedback from members and their families, who were thankful for the support during this challenging time.

Capturing the voice of our members is integral to our service planning. Members participate in ‘member meetings’ on a regular basis where they have the opportunity to provide feedback on the activities, to hear about any new programs that are to be implemented, and to offer suggestions on



how to improve the service. Community engagement is another important aspect of the program. Partnering with community groups such as early years centres, schools, service groups, sporting and music associations, who partner with us to enrich our program and provide intergenerational engagement.

The Social Support groups are complemented by the wide range of Allied health and Nursing services offered through South West Healthcare Community Health. Members’ individual Health and Wellbeing goals are developed using a collaborative Multi-Disciplinary team approach.

## Keeping in touch

**Keeping in touch with loved ones during the COVID19 pandemic and the lock down has been difficult.**

The team at Merindah Lodge have provided regular updates to family members and have assisted consumers to communicate with family. Marjory enjoys a regular Skype call with her daughter Moya, who lives in Queensland.

Marjory says “she enjoys using technology”.



# Merindah Lodge

## DINING ROOM AND LOUNGE

We have more space and it lets in more light

It's great

The morning tea cooking in the kitchen smells lovely

We couldn't wish for anything more

### In December 2019 Merindah Lodge opened its refurbished dining and lounge area.

This area provides the consumers with an open plan living area that has large windows providing natural light and an outlook to the gardens.

The area has allowed for a larger dining table that accommodates the afternoon card game between consumers and breakout areas for smaller groups to gather.

The new kitchenette has enabled a review of menu options and the way in which food is served in the dining room.

The design of the kitchenette allows consumers to participate in food preparation and cooking and includes lower benches for access in a wheel chair. The kitchenette allowed more cooking in Merindah Lodge, an example of this is morning tea being prepared and cooked daily including scones, biscuits and muffins. Menu options include toasted sandwiches, which are prepared whilst the consumer waits.

Consumers have been involved in selecting and preparing meals of their choice.



## Public Sector Residential Aged Care Clinical Indicators

### South West Healthcare reports quarterly on the Public Sector Residential Aged Care (PSRAC) Clinical Indicators.

Each indicator is reviewed, and where the result is outside the upper limit we ensure systems are in place for ongoing monitoring and management of consumers care requirements. The quality improvement focus for this year has related to medication management.

Activities have included:

- Three monthly antipsychotic medication reviews for each consumer. These reviews include the consumer, nominated next of kin, General Practitioner and Registered Nurse.

These reviews include confirming the reason for each of the prescribed medications, its time of administration and need for ongoing use.

- Where medications are ceased the consumer is monitored to ensure there is no signs of symptom return. This is particularly evident in the

cessation of proton pump inhibitors, medications prescribed for the symptoms of reflux or heart burn.

- Consumers have been referred for specific assessments and behaviour management plans for dementia.

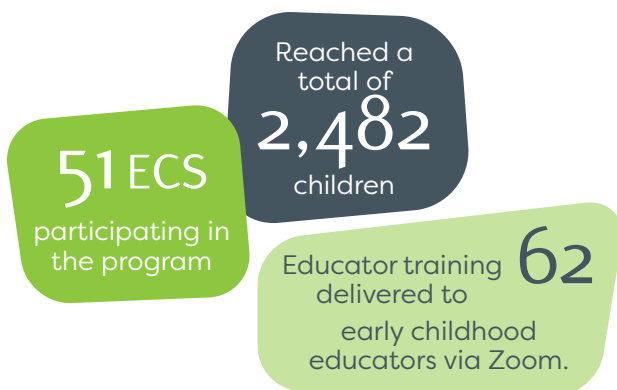
### PRACS CLINICAL INDICATORS – 2019-2020 RESULT

clinical indicator	rate per 1,000 bed days	upper limit	target	
pressure injuries	0.00	1.20	0.00	✓
falls	7.53	11.00	3.30	✓
falls - related fracture	0.22	0.00	0.00	✗
Residents using 9 or more medications	4.87	3.50	2.10	✗
prescribed an antipsychotic medicine	2.99	0.00	0.00	✗
prescribed proton pump inhibitor medicines	5.76	0.00	0.00	✗
5 or more administration times	1.44	0.00	0.00	✗
significant weight	0.55	1.00	0.20	✓
consecutive weight loss	0.33	1.00	0.00	✓

# Smiles 4 Miles

South West Dental Service has had another successful year delivering the Smiles 4 Miles Program to Early Childhood Services (ECS) across the Warrnambool City Council, Moyne, Corangamite, Southern Grampians and Glenelg shires.

Smiles 4 Miles aims to create and maintain an environment supportive of oral health and was developed by Dental Health Services Victoria back in 2004. The program is delivered within ECS and focuses on three key messages; 'Eat well', 'Drink well' and 'Clean well'. South West Dental Service coordinates and delivers this program with assistance from the South West Healthcare Health Promotion team.



Early childhood dental screenings were conducted at 51 ECS as an additional component to the Smiles 4 Miles program.

Dental Health Services Victoria has commended the staff at South West Dental Service on their professionalism and excellence in implementing the Smiles 4 Miles program. "A strong partnership between South West Healthcare's dental team and health promotion team has enabled the delivery of a highly successful program".

South West Dental Service are looking forward to continuing the Smiles 4 Miles program in future years, to improve the oral health outcomes of the South West community.



## RACE COVID MONITORING TEAM

RACE COVID Monitoring is a team of nurses, supported by a medical practitioner, who are responsible for the health monitoring of patient with a confirmed case of COVID 19 living in the community.



The team make contact with these patients every day during their 14 day isolation period, either via the telephone or by telehealth to complete a health check.

The aim is to provide every patient with clinical care, welfare and social supports, and importantly provide local expertise on how they can access the care they need.

If during a daily phone assessment a patient reports increasing symptoms that are of concern, the RACE COVID Monitoring team arrange the best level of care for them, and can arrange transfer to an Emergency Department for review.

This monitoring program decreases the needs for patients to come into hospital for a review and allows them to stay in their own home during the course of their illness.

## Hospital in the Home

The Hospital in the Home model of care was reviewed in response to COVID19. This included access to a specialist physician seven days per week. This change saw timely reviews by a doctor ensuring overall wellbeing to prevent potential complications, clinical deterioration and early review of clinical problems that have developed for the patient whilst being treated in their home.

Feedback from patients and nursing staff was positive, with most agreeing that the treating team worked well together to provide care in the home.

- 60% of patients attended one or more review appointment with the specialist physician.
- 33% of patients required readmission to hospital due a deterioration in condition while receiving care in the community.
- 100% of patient felt they were involved in decision making about their care.



# School Readiness Program

OUR TEAM OF SPEECH PATHOLOGISTS, OCCUPATIONAL THERAPISTS AND SOCIAL WORKERS HAVE BEEN BUSY IN 2019/20 DELIVERING A RANGE OF INNOVATIVE INITIATIVES IN KINDERS AND SCHOOLS ACROSS THE REGION.

The team works across five local government areas - Warrnambool City Council, Moyne Shire, Corangamite Shire, Glenelg Shire and Southern Grampians Shire. Our allied health clinicians are working with 46 kindergartens and 16 schools.

As we all know, 2020 has been a year of challenges for us all and the School Readiness Team had to quickly adapt to delivering support remotely due to COVID19. No longer were we able to deliver education and support to teachers or families in kindergartens or schools.

In partnership with the Department of Education and Training, the team organised a free 'Step up to School' webinar targeted at families of kindergarten aged children.

This presentation aimed to address 'school readiness' development and skills to reassure parents and families that their children are likely on track to transition to school in 2021 despite interruptions this year. Presenters ranged across disciplines including kindergarten centre director, Occupational Therapist, Speech Pathologist Social Worker, a pre-school field officer and a foundation teacher.

The online forum was well attended with 200 participants registering for two sessions. This model of delivery enabled us to reach a far wider audience than previously experienced when running on-site parent sessions.

Following the great success of this initiative, plans are already in place to offer Step up to School again in 2021.

# Telehealth

The increase in our Clinical Telehealth Services across South West Healthcare has expanded tremendously in 2020. Telehealth encompasses both telephone and secure video calls.

Across the organisation our Specialist Medical, GP, Dental, Mental Health and Primary and Community Services have all increased their telehealth capacity during 2020 in order to ensure ongoing access to care, reduced risk to consumers/staff and enable people to stay at home over these COVID19 times.

Over the course of our Telehealth program expansion we now have:

- over 35 programs providing video calls
- 300 staff registered and trained in providing clinical telehealth and
- over the first 6 months of 2020 we made over 1300 Video calls to consumers!

Benefits to telehealth include improved access to care, decrease travel burden and increased convenience to consumers.

Our Senior Speech Pathologist Claire McGlone reports, "Overall I have been both equal parts surprised and excited about the high quality of care that can be provided by Telehealth in the Paediatric Speech Pathology Space. We are proud of running two online Early Language Groups for our families for which we have had some great feedback for consumers and will likely continue to offer as part of our ongoing service delivery model."

## Knowing Our Business

### Visual Displays in the Operating Theatre

The use of technology the Operating Theatre has enabled the digitalisation of selected paper processes to support the delivery of safer care for patients. The development of the Emergency Surgery Board provides medical, nursing and technical staff with a large visual display of all patients that require emergency surgery. The Board displays the type of procedure required, how long the procedure will take, the staff and equipment involved, the level of urgency of the surgery and has become a key tool for staff in managing demanding and complex emergency theatre lists.

Melissa Coffey, Nurse Unit Manager of the Operating Theatre, describes the Board as being a 'game changer' by enabling staff to see the whole picture without having to manage pieces of paper and providing an overview of the workflow of theatres and surgeons. This enables us to achieve our vision of excellent care to every person every time.





**R**ecognise  
**E**ngage  
**A**ct **R.E.A.C.H.**  
**C**all  
**H**elp is on the way

In May 2020 South West Healthcare implemented a refreshed R.E.A.C.H. system for patients, consumers and their families and carers.

## WHY DID WE CHANGE?

It is important that the system enables patients, carers and family members to access help independently of the team that is directly providing care for the person of concern. The new R.E.A.C.H. system provides this independence by the provision of a phone number to call. The phone number is monitored by the Hospital Coordinator in Warrnambool.

Written information about the system and how to activate it is displayed across Warrnambool and Camperdown inpatient beds, ED cubicles and in the communal areas of Merindah Lodge and the Mental Health Acute Inpatient Unit.

# Maternity CARE

In 2019 / 2020 740 babies were born at South West Healthcare across Warrnambool and Camperdown. South West Healthcare report on a range of indicators relating to maternity services annually through the perinatal indicators..

WARRNAMBOOL	2018 /2019	2019 /2020	Victorian State average
<b>Apgar</b> – the percentage of babies born at term (without congenital abnormalities) who have a score less than seven	0.8%	1.1%	1.3%
<b>Fetal growth restriction</b> – percentage of babies with severe fetal growth restriction delivered at 40 or more weeks gestation	0%	0%	24.3%

CAMPERDOWN	2018 /2019	2019 /2020	Victorian State average
<b>Apgar</b>	4.3%	2.9%	1.3%
<b>Fetal growth restriction</b>	0%	0%	24.3%

Both Warrnambool and Camperdown campuses participate in the Regional Obstetric and Paediatric Mortality and Morbidity forum on a quarterly basis. This forum is coordinated by Barwon Health and includes all maternity services across the region. The forum discusses maternity cases including babies born with a low Apgar score. This has improved staff understanding of the importance of providing quality intrapartum care and neonatal resuscitation to prevent adverse long-term outcomes.

Heidi had her baby Henry at Camperdown Hospital in early 2020. “The team at Camperdown is amazing. They are so supportive and calmly guided me through my delivery. I felt so comfortable and through my pre-natal care I was able to build up a relationship with the midwives. The GP Obstetrician is an amazing asset to Camperdown. She is so gentle and calming and provides such amazing reassurance and I felt a great sense of trust in the team.”

The Apgar score is a measure of a baby’s condition after birth. It guides midwives, doctors and nurses as to whether a baby needs immediate treatment or monitoring. It is used to check a newborn baby born at 1 minute and 5 minutes after their birth.

# Mental Health



## RESTRICTIVE INTERVENTIONS

Reducing restrictive practices, such as bodily restraint and seclusion, is essential to provide mental health services that are safe places for all consumers, visitors and health staff.

Restraint and seclusion are only used after all less restrictive options have been considered and found to be unsuitable, in order to protect the health and safety of all people using mental health services.

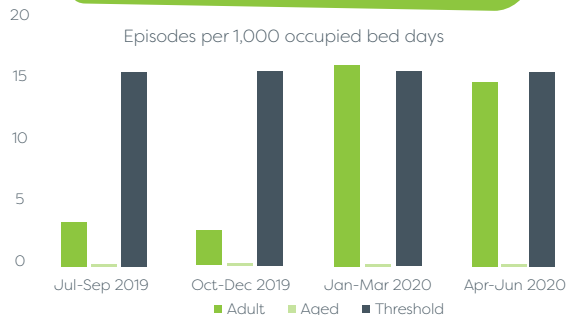
These interventions are strictly governed by the Mental Health Act and are reported to the Office of the Chief Psychiatrist.

### SECLUSION

Seclusion is an emergency intervention that may only be used in the acute inpatient setting if it is necessary to protect the health and safety of the person involved, or the health and safety of others. It is when a patient is confined alone in a room or area and it is not within their control to leave.

The Department of Health and Human Services sets an upper limit of 15 interventions per 1000 bed days, and in three of the four quarters, South West Healthcare has remained below this.

#### SECLUSION RATES 2019-2020

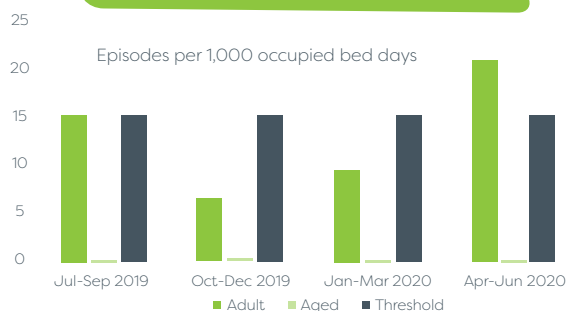


\*Seclusion is measured in the number of occasions per 1,000 bed days.

### RESTRAINT

Bodily restraint is a form of physical or mechanical restraint that prevents a person having free movement of his or her limbs and is another intervention that is used in an emergency situation to protect a consumer or patient for their safety and the safety of others.

#### RESTRAINT RATES\* 2019-2020



\*Restraint rate is number of occasions per 1000 bed days.

### BELLA THE CAT LIVES AT PARC

COVID19 planning at South West Healthcare identified that a Respiratory Unit for Mental Health Service patients was required. Having this unit would minimise the risk of transmission between patients and staff. The unit has a shared model of care between mental health staff and the respiratory team to ensure that patients receive the best possible care for both their mental and physical health needs. The existing Extended Care Inpatient Unit (ECIU) houses this service. The ECIU was moved to the Ngootyoong Prevention and Recovery Centre (PARC). This included Bella the cat. Both the PARC and ECIU approaches are underpinned by principles of recovery and individual resilience building, which made them ideal for co-location. PARC was purpose built for longer stays. Therefore the ECIU consumers and their cat Bella were able to move into spacious rooms, with a

lounge area and access to all PARC facilities.

The pandemic also provided challenges for our community based workforce. Consumers visiting on site community services are COVID19 screened and the number of people attending appointments are reduced. Wherever possible face to face contacts are replaced with telehealth and telephone sessions. Staff have adapted to the new requirements and our community contact hours increased by over 2,000 hours for the same period last year.



# Our People Matter



EACH YEAR SOUTH WEST HEALTHCARE STAFF COMPLETE AN ANNUAL SURVEY DESIGNED BY THE VICTORIAN PUBLIC SECTOR COMMISSION.

The survey provides an opportunity for staff to express their views on their work environment and provides insight on how we can improve. South West Healthcare continually strives to be a place where people want to work and where the work is enjoyable.

In 2019 80% of staff completed the survey, this is the third year in a row this result has been achieved. In 2017 only 58% of staff completed the survey.

**"I am proud to tell others I work for my organisation"**

**72%** against a benchmarking index score of 73%, this is a similar score as 2018

**"I would recommend a friend or relative to be treated here"**

**79%** against a benchmarking index score of 71%, this is a decrease by 1 from 2018

**I am encouraged by my colleagues to report any patient safety concerns I may have**

**80%** against a benchmarking index score of 81%, this is an increase of 1 from 2018

South West  
Healthcare



[southwesthealthcare.com.au](http://southwesthealthcare.com.au)

## Healthcare Worker Immunisation against Influenza

Influenza or the 'flu' is a contagious viral infection that can cause severe illness and life-threatening complications. The flu is spread by contact with fluids from coughs and sneezes. It is estimated that flu contributes to over 3,000 deaths in Australia each year. In some cases of the flu, severe illness and complications such as pneumonia and bronchitis can develop, which can result in hospitalisation and even death. The flu can also make some existing medical conditions worse. Some people are at higher risk of severe complications associated with the flu. They include pregnant women, people aged over 65, Aboriginal and Torres Strait Islander people, all children younger than five years of age and people with chronic medical conditions.

To protect themselves and consumers, an annual influenza vaccination is also recommended for all South West Healthcare staff and volunteers.

**1652**  
staff  
vaccinated  
= 99.2%

**103**  
excused  
= 0.8%

## Our Volunteers

The quality of South West Healthcare's services is greatly enhanced through the efforts and diversity of our 350+ volunteers. Our volunteers work across all campuses and services of South West Healthcare. Are you interested in becoming a volunteer?

Our Volunteer Coordinator would love to hear from anyone interested in the joys of volunteering - email [volunteers@swh.net.au](mailto:volunteers@swh.net.au) or phone 5563 1459.

South West Healthcare's Consumer and Community Advisory Committee (CCAC) is made up of volunteers. The CCAC is a sub-committee of the Board of Directors. The CCAC ensures that South West Healthcare consumers, carers and community members have a voice in the design, delivery and evaluation of healthcare systems and services, planning and implementing of quality and safety improvements. The Quality and Risk Manager ([quality@swh.net.au](mailto:quality@swh.net.au)) would be delighted to hear from anyone who is interested in being a member of the CCAC or participating in other consumer activities.

Volunteers inspire South West Healthcare to work even more closely with our communities and listen to their needs. South West Healthcare thank each one of you!